

Hearing Aid Care



Program

Volume control

RED – Right Hearing Aid

Blue - Left Hearing aid

To facilitate the smooth running of the clinic appointments are necessary.

Please note that hearing aids remain the property of the NHS. Hearing aids lost or damaged through negligence or neglect may incur a fee to replace.

Please be aware that your hearing aid(s) will monitor hours of usage to ensure a more beneficial hearing rehabilitation.

What you can expect

Hearing aids cannot give you perfect hearing, but they should help you to hear every day sounds for example, the doorbell, the telephone ringing and the kettle boiling. They should also help you to engage with people so that conversation becomes much easier and more relaxed.

Your hearing aids are designed to reduce certain background noise. This will make listening more comfortable. In noisy places e.g. on the street, pubs and restaurants, you may still find it difficult to follow what people are saying.

Help with your hearing aid

How to switch your hearing aid OFF/ON

To turn the hearing aid **OFF**, open the battery door.

To turn it **ON**, close the battery door.

How to change the programs

The button on the back of some hearing aids change the program. Hold down the button (top or bottom) for 3 seconds. The number of beeps will indicate which program you are using.

Any Programs added will be detailed on the cover of this leaflet

How to change the battery

The life of a battery is on average 7-10 days. A jingle/beep will notify you when the battery is running low.

When changing the battery ensure that the flat side (plus) is facing upwards. Now close the door, the door should move freely with little to no resistance. If you have to force it, check that the battery is inserted correctly.



Hearing Aid Management

Home Cleaning

The mould/dome of the hearing aid should be wiped every day with a damp cloth or wet wipe to prevent a build-up of debris. If possible, each week the tubing and mould/thin tube and dome should be detached from the hearing aid and cleaned with a red rod or cleaning floss. (Your audiologist will have demonstrated this to you in your issue appointment.

Should the hearing aid stop working several issues may have occurred; please refer to the trouble shooting guide provided.

Your hearing aid has a clear/flexible tube that connects your ear mould/dome to the hearing aid. If this tube becomes hard or discoloured, it needs replacing.

Please call the number overleaf to make a REPAIR appointment every 6 months.

Appointments:

Once you are fitted with your hearing aid a period of acclimatisation is needed for you to get used to the new device.

If you are happy with the device, you do not need to make an appointment until 6 months after issue for general repair of aid.

If after the initial acclimatisation period you are unhappy with the sound of your hearing aid, please contact the department and an appropriate appointment will be arranged

Batteries:

Batteries can be ordered by telephoning the department or by email, please note the colour or number of your batteries.

Our admin team are amalgamated at the Royal Victoria Hospital Site. All calls for Audiology departments in the Belfast trust (Royal, City and Mater) are processed here.

The below telephone number operates with an answer machine and if your call cannot be answered you will be prompted to follow the instructions and leave a message. Alternatively we offer a **text only** service for any requests or queries.

Please include the following details in your message or text: name, date of birth, address and phone number to help us deal with your enquiry efficiently.

Contact details:

Telephone Number: **(028) 9615 1070**

Text Only Number: **07385386987**

Email: **rvaudiology@belfasttrust.hscni.net**

Audiology Department
Level 7D Outpatients
Royal Victoria Hospital
274 Grosvenor Rd,
BT12 6BA

If you would like to give a compliment about our service or make a comment or suggestion for improvement you can do so using the form linked here:

<https://belfasttrust.hscni.net/contact-us/compliments-and-complaints/compliments-complaints-form/>

CAUTION

**Please be mindful when removing
your facemask as your hearing aid
may become dislodged!**